Tyler Baxter • [t.baxter.dev@gmail.com](mailto:t.baxter.dev@gmail.com) • 4196040768 • 12/2/2023

# Dear Interactive Resources Hiring Team,

I am writing to express my enthusiastic interest in the Help Desk Specialist position at Interactive Resources - iR, as advertised on LinkedIn. With my solid foundation in computer basics, ongoing pursuit of Full Stack Developer skills, and a commitment to providing excellent customer service, I am confident in my ability to contribute effectively to your team.

In my 10+ years of computer knowledge gained through personal hobbies such as hardware installation, configuration, and a focus on privacy and security settings, I have developed a strong technical grasp. Currently studying to become a Full Stack Developer through programs like IBM Full Stack Developer Professional and CourseCareers Full Stack Developer, I am actively engaged in learning front-end development using HTML, CSS, and Javascript. This combination of skills positions me as a versatile candidate ready to tackle the challenges of the Help Desk Specialist role.

Key qualifications and attributes:

* **Technical Proficiency:** Over a decade of hands-on experience in computer repair, troubleshooting, and support, aligning with the technical requirements of the position.
* **Customer Service Excellence:** With over 2 years of experience in customer-centric roles, I have honed my ability to provide prompt and effective solutions to end-users.
* **Continuous Learning:** Actively pursuing a career as a Full Stack Developer, I am currently enrolled in the IBM Full Stack Developer Professional and CourseCareers Full Stack Developer courses, focusing on front-end development using HTML, CSS, and Javascript.

The prospect of joining the iR team excites me, and I believe my unique blend of technical skills and dedication to customer service aligns well with the responsibilities outlined for this position. My experience as a Journeyman Electrician has not only honed my technical abilities but also enhanced my problem-solving and analytical skills, making me adept at diagnosing and resolving basic technical issues.

In my previous roles, I have demonstrated excellent communication skills, both written and verbal, ensuring effective collaboration with diverse teams and delivering top-notch customer service. My ability to work well under pressure and provide quick resolutions aligns with the fast-paced environment described in your job posting.

Enclosed is my resume, providing a comprehensive overview of my skills and experiences. I am excited about the opportunity to contribute to the success of Interactive Resources - iR and further develop my skills in a dynamic remote work environment.

Thank you for considering my application. I look forward to the possibility of discussing how my technical skills, adaptability, and customer service orientation can contribute to the success of your team.

Sincerely,

Tyler Baxter

**Tyler Baxter**

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**Information Technology Support**

Friendly and dependable customer service professional with over 2 years of experience. Well versed in administrative duties, problem-solving, planning, and time management. Experienced with working in fast-paced environments and working directly with a diverse range of clients. Knowledable in handling confidential matters and proprietary information.

**LICENSES/CERTIFICATIONS**

**Life Insurance License** **Jan 2021 - May 2022**

*State of Ohio*

**Electrician** **Apr 2016 - May 2021**

*State of Ohio Apprenticeship Council*

**SKILLS & INTERESTS**

**Technical Skills:** Customer Communication Management, Customer Service, Documentation, Hardware Knowledge, Microsoft 365, Network Basics, Installation & Configuration, Technical Troubleshooting

**Soft Skills:** Adaptability, Attention to Detail, Dependability, Friendliness, Interpersonal Skills, Planning/Processing, Prioritization, Problem Solving, Time Management

**Hobbies:** Backpacking, Camping, Circuit Racing, Continuous Education, Drift Racing, Hiking, Video Game Development, Video Game Testing

**Personality Interests:** Computer Hardware Enthusias , Meditation, Robotics, Technology Advancements, Traveling

**WORK EXPERIENCE**

**Journeyman Electrician • Dayton, OH • Full-time**  **July 2023 - Present**

***International Brotherhood of Electrical Workers LU 82***

* Licensed in the state of Ohio as a Journeyman Electrician
* Experience in Residential, Commercial, and Industrial electrician installations
* Reading schematics and laying out installations for employees. Received positive feedback and commendation from clients

**Licensed Life Insurnace Sr. Field Underwriter • Lima, OH, USA**  **Apr 2021 - May 2023**

***Equis Financial***

* Daily interpersonal people skills
* Schedule and coordinate meetings with clients daily
* Communicate with clients about their mortgage protection options
* Help clients complete and submit applications to carriers and follow through the underwriting process
* Service client future policy needs

**Electrician • Lima, OH, USA**  **Apr 2016 – May 2021 2022*International Brotherhood of Electrical Workers LU 32***

* Licensed in the state of Ohio as a Journeyman Electrician
* Experience in Residential, Commercial, and Industrial electrician installations
* Reading & Writing Schematics
* Proficient with the direct installation of wiring at construction and other sites

**EDUCATION**

**Electrical in Journeyman Electrician**

NJATC - National Joint Apprenticeship Training Center • Lima, OH • GPA: 2nd in Class **Apr 2016 - Apr 2022**

* Northwest Community College Curriculum Partnership
* State of Ohio Apprenticeship Council

**High School Graduate**

Bath High school • Lima, OH